

AMENDED IN ASSEMBLY MAY 1, 2013  
AMENDED IN ASSEMBLY MARCH 21, 2013  
CALIFORNIA LEGISLATURE—2013–14 REGULAR SESSION

**ASSEMBLY BILL**

**No. 833**

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**Introduced by Assembly Member Harkey**

February 21, 2013

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An act to add Section 39 to the Revenue and Taxation Code, relating to taxation.

LEGISLATIVE COUNSEL'S DIGEST

AB 833, as amended, Harkey. Tax information: administration.

Existing law imposes various taxes that are administered by the Franchise Tax Board, the State Board of Equalization, and the Employment Development Department.

This bill would require the Franchise Tax Board, the State Board of Equalization, and the Employment Development Department to collaborate and focus the agencies' current and future information technology efforts *to conduct a feasibility study on—developing the development of* a single Internet Web site portal that virtually consolidates the agencies to enable online, self-service access to the agencies, as provided. This bill would also require these agencies, ~~wherever operationally feasible upon a joint determination by the agencies that a need exists to improve cost-effective services to taxpayers and an appropriation by the Legislature,~~ to consolidate forms, applications, and other documents to reduce or eliminate the number of multiple submissions of the same information by taxpayers.

Vote: majority. Appropriation: no. Fiscal committee: yes.  
State-mandated local program: no.

*The people of the State of California do enact as follows:*

1     SECTION 1. The Legislature finds and declares all of the  
2 following:

3     (a) California relies on three separate state agencies to administer  
4 and enforce its major taxes.

5     (b) To obtain assistance and comply with California's tax laws,  
6 policies, and procedures, many taxpayers must interact with all  
7 three agencies, and frequently with multiple departments within  
8 those agencies.

9     (c) While this system has performed reasonably well in many  
10 respects, the multiagency nature of the system is prone to certain  
11 inherent problems, difficulties, and inefficiencies, and is  
12 particularly complex for taxpayers required to comply with  
13 California's tax laws.

14     (d) Over the past decades, numerous reports have been prepared  
15 and various legislative proposals have been considered on the topic  
16 of coordination and cooperation among these three agencies. The  
17 focus of these efforts ranges from relatively minor aspects of  
18 increased cooperation to proposals for full consolidation of the  
19 agencies under "one roof."

20     (e) Focusing on the customer should be a core element of  
21 California's tax administration. Taxpayers should not have to  
22 understand complex government structures and relationships in  
23 order to interact with the government, particularly in a sensitive  
24 area like taxes.

25     (f) The California Tax Service Center, available at  
26 [www.taxes.ca.gov](http://www.taxes.ca.gov), provides an assortment of independent  
27 departmental forms, returns, and links, tied together by a common  
28 homepage on the Internet, and is intended to provide California  
29 taxpayers with resources and educational programs with a goal as  
30 a one-stop tax assistance hub.

31     (g) The California Tax Service Center can be used to better  
32 serve California's taxpaying community by virtually consolidating  
33 the three agencies' operations to enable them to appear as one  
34 unified organization with the goal of providing a seamless  
35 experience for taxpayers in their online interactions with the  
36 agencies.

37     (h) It is therefore in California's best interest to develop an  
38 Internet Web-based, taxpayer-focused system that virtually

consolidates the State Board of Equalization, the Franchise Tax Board, and the Employment Development Department. In developing a taxpayer-focused system, the fundamental objective should be a platform that provides an integrated experience for taxpayers, to enable online self-service access with a single logon for all three agencies, and to provide pertinent and essential information that will enable taxpayers to satisfy their payment and reporting obligations, obtain real time information pertinent to their individual accounts, and provide assistance that will enable taxpayers to achieve optimum compliance with California's complex tax system.

SEC. 2. Section 39 is added to the Revenue and Taxation Code, to read:

39. The board, the Franchise Tax Board, and the Employment Development Department shall collaborate and focus their current and future information technology efforts *to conduct a feasibility study on—developing the development of* a single Internet Web-based portal that virtually consolidates the agencies to enable online, self-service access through a single logon for taxpayers to electronically file returns, submit forms or other information, remit amounts due, determine account balances and due dates of taxes, identify the status of any appeal, claim for refund, request for relief of interest or penalty, and any other information the agencies deem helpful to the taxpayer to assist in compliance with the state's tax laws. As part of this effort, ~~wherever operationally feasible upon a joint determination by the agencies that a need exists to improve cost-effective services to taxpayers and an appropriation by the~~ Legislature, these agencies shall also consolidate forms, applications, and other documents to reduce or eliminate the number of multiple submissions of the same information by taxpayers.